

ALSO Code of Ethics

Reporting Violations: When a member of ALSO believes there has been an ethical violation by another ALSO member, they should attempt to resolve the issue by bringing it to the attention of that individual, if an informal resolution appears appropriate. If an informal resolution cannot be reached, either or both parties may refer the situation to the Ethics Committee for assistance. If an apparent violation has substantially harmed or is likely to substantially harm a person or organization and is not appropriate for informal resolution, ALSO members may take further action appropriate to the situation. Such action might include referral to the ALSO Ethics Committee, to State Licensing Boards, Adult Protective Services, or appropriate institutional authorities. The reporting or filing of ethics complaints to the Ethics Committee shall be presented in writing to the chairperson and reviewed by the committee within 15 working days. If the Committee decides that the complaint merits a review, the complainant shall be notified of the opportunity to request a hearing by the Committee within the next 15 working days. If the complainant requests a hearing, all parties shall be notified in writing of the time and place of the hearing and the issues to be addressed.

Cooperation with the Ethics Committee: ALSO members are expected to cooperate with proceedings and recommendations of the Ethics Committee. Failure to cooperate is itself an ethical violation.

Improper Complaints: ALSO members will not file or encourage the filing of ethics complaints that are made with willful disregard for facts that would not support a complaint. ALSO members will not retaliate based solely upon having made or having been the subject of an ethics complaint.

Human Relations: When indicated and appropriate, ALSO members cooperate with other health care providers and other members in order to serve their clients effectively and appropriately. ALSO members do not knowingly engage in any behavior that is harassing or demeaning to persons with whom they interact in their work. ALSO members do not get involved in situations with clients when personal, legal, financial, or other interests or relationships could reasonably be expected to impair their objectivity, competence, or effectiveness in performing their functions. This would be considered conflict of interest.

ALSO members are required to have knowledge of clients' physical and mental limitations and take reasonable steps to protect their rights and welfare. ALSO members do not exploit persons over whom they have authority, such as clients, families or representatives, students, employees, and volunteers.

ALSO members will truthfully disclose their scope of services and practices, limitations, level of care regarding non-skilled nursing services and non-medical care according to State Regulations.

ALSO members will not engage directly or through other parties in uninvited in-person solicitation of business from actual or potential clients who, because of their circumstances, are vulnerable to undue influence. ALSO members will not engage directly or through other parties in uninvited solicitation of employees or materials from another business.

Confidentiality: ALSO members will enforce privacy, confidentiality, and rights of all residents and will obtain signed release of information forms for each client in compliance with current standards of practice.

Client Assessments: ALSO members will provide services to clients only after having conducted a comprehensive assessment of an individual's prior, current, and projected future functional status and needs. Assessment procedures and techniques should be appropriate and sufficient to support stated findings, conclusions, and recommendations for care. Whenever possible, evaluations of clients should be conducted in-person and may include consultation with family members and/or legal surrogate decision makers, and a review of medical or other health care provider records. When such an assessment is not possible, ALSO members will make every effort to obtain relevant and accurate information about clients by interview, discussion with family and/or legal surrogate decision makers, current caretakers, and by review of examinations and reports of other health care professionals. Assessments should address all physical and mental health needs that may require special care, special staff training, or special accommodations to ensure a client's health, safety and quality of life.

Fee practices: ALSO members will truthfully disclose all-inclusive costs for daily or monthly rent and services and identify any additional charges based on level of care needs. Provision of personal items or materials or services that involve direct expense to clients or their financial agents will be clearly identified.

ALSO members will provide and enforce a pre-agreed and signed contract for rent and services. When appropriate, ALSO members will disclose how often, and in what general range, increases in fees can be expected, to allow for effective client care planning.

Referrals and Fees: ALSO believes that quality health care is a right of each client and should not be based on monetary solicitation. ALSO members will not accept payment for referrals to other facilities or pay fees or kickbacks for client referrals to their facilities.

Gifts: ALSO members and their employees will not accept gifts from clients in excess of \$25, according to State Regulations.

Suzette Lindemuth, June 2004

Signature of ALSO President and Date

Signature of Member and Date